

“reducing traffic congestion, improving the quality of life in our neighborhoods,
and making our City Hall even more responsive and efficient”
Mayor Bill White

3-1-1 HOUSTON SERVICE HELPLINE

FY 05 PERFORMANCE REPORT



3-1-1, YOUR ONE CALL RESOURCE FOR CITY SERVICE

With every call, we assure easy access to municipal government
and deliver excellent customer service to our citizens

TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
3-1-1 PERFORMANCE STATISTICS	2
CUSTOMER SATISFACTION SCORE TREND	6
CUSTOMER COMMENTS	8



CITY of HOUSTON

Post Office Box 1562 Houston, Texas 77251 713-837-0311

OFFICE of the MAYOR

3-1-1 Houston Service Helpline

Dear Customers,

Fiscal Year 2005 was an exciting year for the 3-1-1 Houston Service Helpline. In February of 2005, our City Controller requested a performance audit of our 3-1-1 system, and as expected the audit confirmed the call center was being managed and utilized effectively and efficiently.

With seasoned personnel retiring, the call center encountered a point of attrition causing call wait times to escalate to an average of 4 minutes. However within months of hiring new staff, we were able to reduce wait time to 12 seconds. Many of our new call-takers came into our family bringing in new skill sets to enhance the performance goals of the call center. Our overall performance levels improved in most areas of services handled by the call center, and our reputation as a top performing call-center was recognized by departments within the City of Houston, as more and more internal users came onboard to take advantage of the capabilities available in the Customer Service Request (CSR) application, as well as many visiting cities who recognize Houston as a leader in the 3-1-1 industry.

By June 30, 2005, the 3-1-1 Helpline had received 2,207,817 incoming calls, and provided 2,010,281 service transactions for our customers.

The Helpline launched a web enablement expansion the last month in FY 05. Customers created 436 service requests during the debut month of the 3-1-1 Self Serve Service Request System. That number is expected to be in the many thousands by year-end of FY06.

The management team of the 3-1-1 Houston Service Helpline remains dedicated to providing excellent customer service to benefit all associates. During FY06, the call center will further expand services by integrating additional departments into the 3-1-1 Customer Service Request System. We hope to move closer to a paperless environment by moving manual correspondence into an electronic process via the 3-1-1 system. We will also develop additional service request types for various departmental needs that are being handled via transfers at this time.

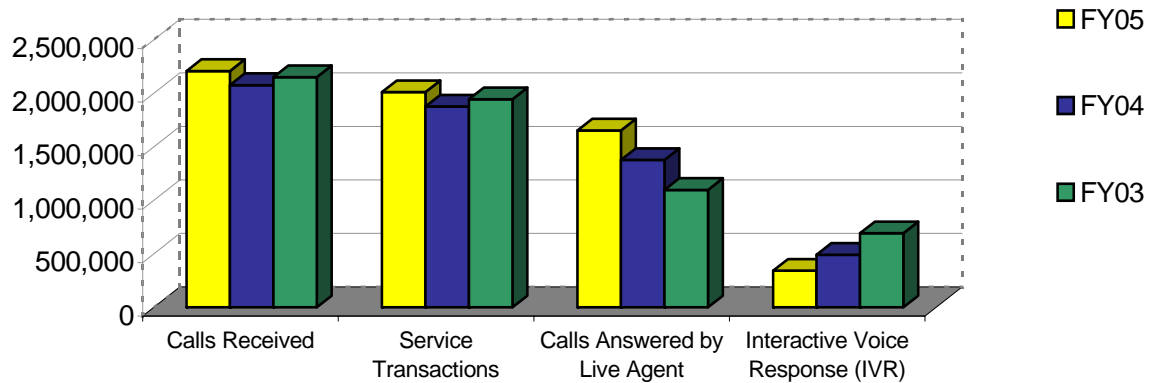
Sincerely,

Gloria L. Bingham
Director

3-1-1 HOUSTON SERVICE HELPLINE FY05 PERFORMANCE STATISTICS

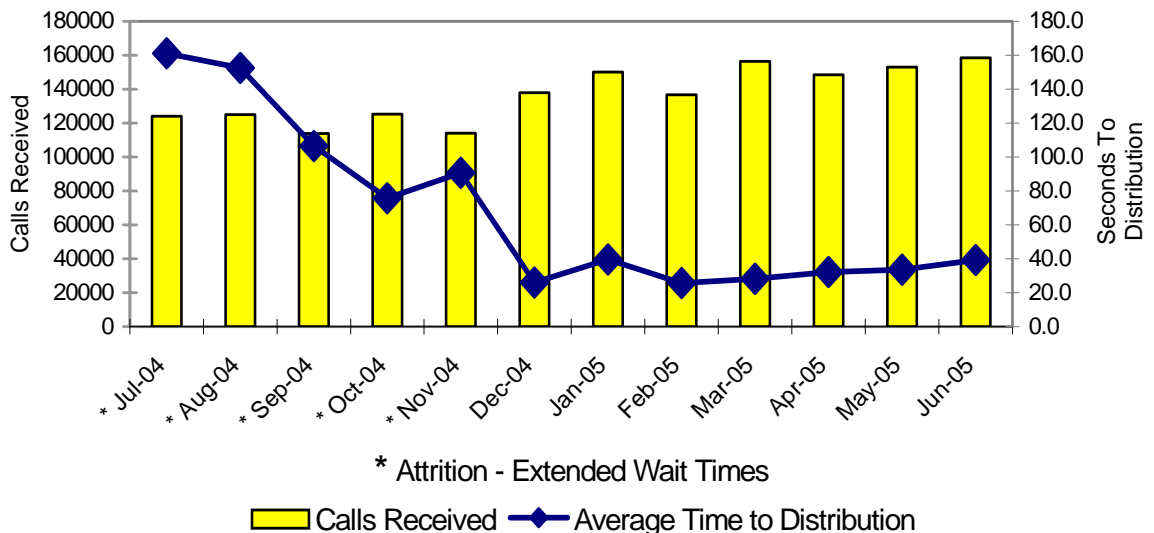
The 3-1-1 Houston Service Helpline performed 2,010,281 service transactions in FY 05, an increase of 134,039 above FY 04. The number of calls entering via the Interactive Voice Response (IVR) System dropped significantly, due in part to customers becoming more familiar with the three-digit number to reach the call center.

3-1-1 HOUSTON SERVICE HELPLINE TRANSACTION COMPARISON for FY 03, FY 04 and FY 05



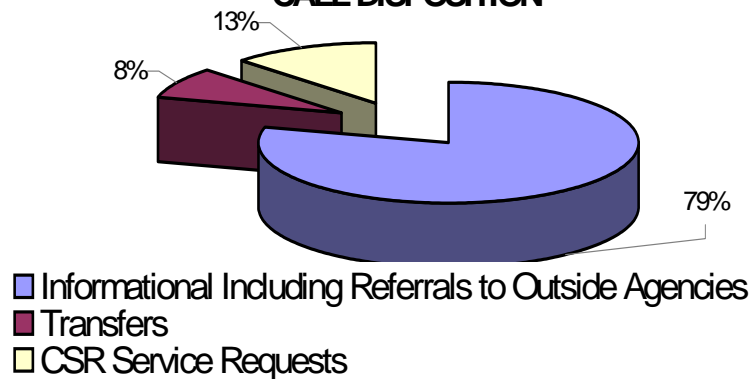
The graph below reflects the number of calls received by 3-1-1 call-takers per month in FY 05. The average time to connect to an operator is relative to the volume of incoming calls and staffing levels. As our staffing levels increased to adequate numbers, the average wait times to connect with a live body reflects a major improvement in services provided by the 3-1-1 Houston Service Helpline.

FY 05 MONTHLY CALLS RECEIVED INCLUDING AVERAGE TIME TO DISTRIBUTION



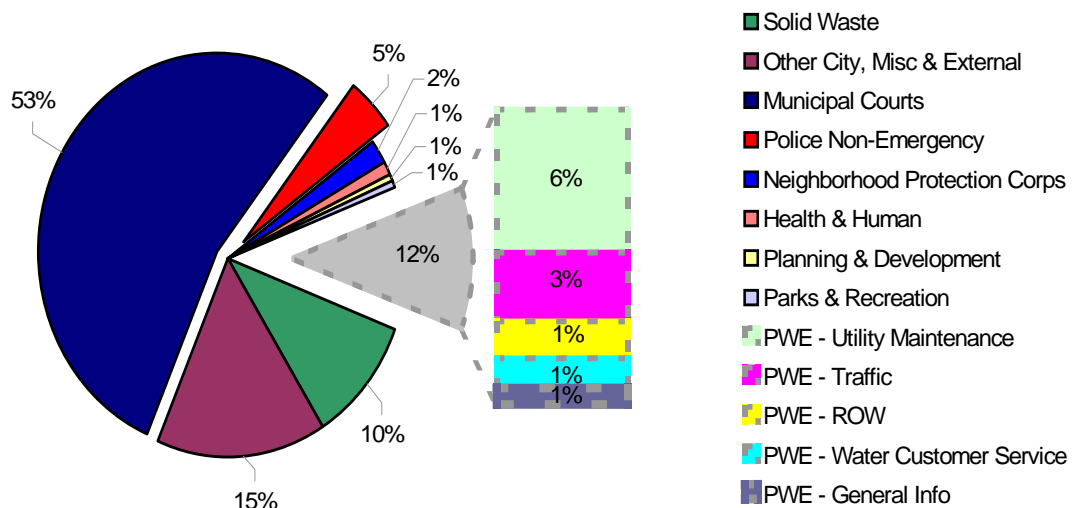
While the total call volume differs from year to year, the disposition and overall percentages of call disposition remain relatively the same. Information from data stored in City databases, or referrals to outside agencies for services not provided by the City, satisfied approximately 79 percent of calls processed by the call center in FY 05. Informational calls are primarily Municipal Courts inquiries, status checks for water, sewer, garbage/heavy trash, traffic maintenance and referrals to outside agencies. 3-1-1 staff created electronic Service Requests using the CSR application for 13 percent of calls, while 8 percent of calls were transferred to departments. Each operating year, the call center has successfully provided routine responses to 75—79 percent of all calls leaving departments more time to concentrate on core business functions.

FY05 3-1-1 HOUSTON SERVICE HELPLINE CALL DISPOSITION



As reflected in the below graph, in FY05 Municipal Courts inquiries accounted for more than 50% of the services provided by the 3-1-1 Helpline. Public Works and Engineering received the next highest, followed by Solid Waste Management. Non-emergency police calls handled by our call center are growing in number, as the public becomes more aware that 3-1-1 can assist with many of their police related issues.

FY05 SERVICES REQUESTED



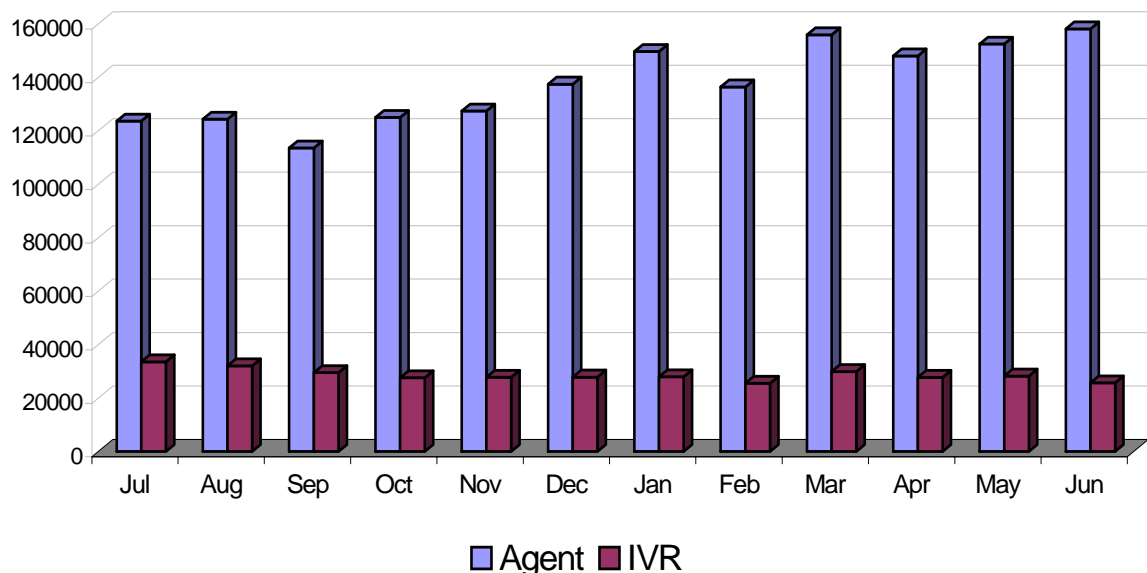
3-1-1 Houston Service Helpline Telecommunicators

	FY 02	FY 03	FY 04	FY 05
Total Calls Entered, IVR & Emails	*	2,149,887	2,076,143	2,207,817
Total transactions provided	1,920,094	1,944,106	1,876,242	2,010,281
Total Calls Answered	*	1,789,724	1,867,969	1,994,165
Total Agent Answered	*	1,097,308	1,376,892	1,652,265
IVR Answered	716,200	692,416	491,077	343,731
Percentage of incoming calls answered	96.7	84.0	91.0	90.4
Percentage of calls abandoned	3.3	16.0	9.0	8.8
Average speed of answer	6 seconds	66 seconds	75 seconds	64 seconds
Average time to abandoned	21 seconds	68 seconds	90 seconds	106 seconds
Average time to create a service request	4:09 minutes	4:09 minutes	3:48 minutes	3:42 minutes
Average time to process information call	1:49 minutes	2:01 minutes	2:10 minutes	2:08 minutes
Average time to process a transfer	1:20 minutes	1:33 minutes	1:32 minutes	1:30 minutes
Overall average time to process a call	2:06 minutes	2:17 minutes	2:21 minutes	2:16 minutes

The data provided above represents statistics extracted from the 311 Customer Service Request (CSR) System.

* Data unavailable via CSR

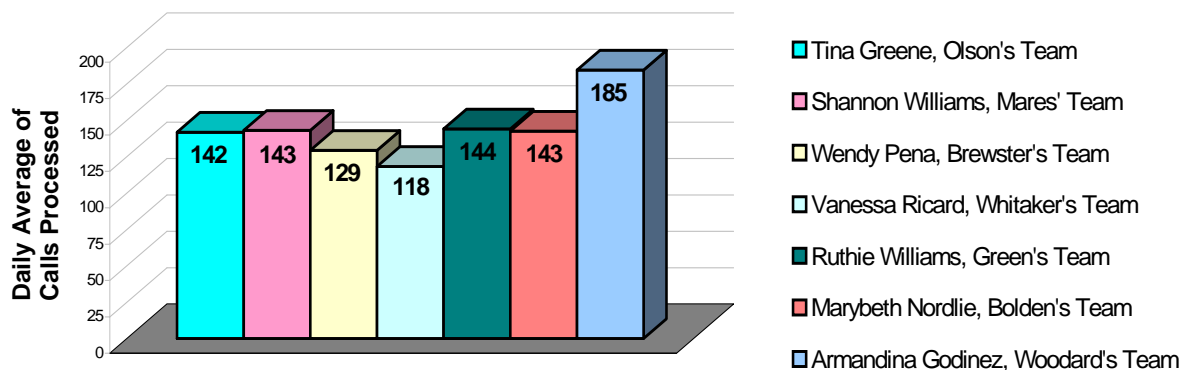
FY05 Calls Answered 311 Agents vs Interactive Voice Response System



Transactions Performed Since Inception by 3-1-1 Telecommunicators

Department	FY 02	FY 03	FY 04	FY 05
Affirmative Action	827	974	782	524
Aviation	865	582	747	858
Building Services	1,736	866	754	870
City Council	4,624	4,235	4,393	3,666
City Secretary	4,266	2,428	2,774	2,386
Controller's Office	860	590	599	574
Convention & Entertainment	1385	1115	1,285	1,436
Finance & Administration	41,677	10,824	6,184	4,852
Fire Department	3,639	4,315	5,631	6,365
Health & Human Services	11,757	20,671	25,232	22,626
Housing & Community	3,589	2745	2,694	4,741
Houston Emergency Communications Center			96	174
Human Resources	10,140	8,772	8,496	9,595
Information Technology Department	N/A	119	440	504
Legal Department	2,394	2,103	2,145	2,217
Library	1,557	3,377	2,146	2,434
Mayor's Office	8,261	5,097	6,523	8,058
Municipal Courts—Admin.	374,057	482,349	590,446	756,250
Municipal Courts—Judicial	3,897	71	66	373
Parks & Recreation	5,458	6,660	8,223	10,448
Planning & Development		17,970	20,178	14,445
Planning & Development NPD	16,882	31,235	30,230	10,219
Police Department	45,841	48,230	58,014	93,801
Police—Neighborhood Protection Corp				25,481
Public Works & Engineering	276,756	210,207	231,620	246,523
Solid Waste Management	162,878	170,498	160,306	208,906
All Other	182,144	215,657	215,161	253,950
Interactive Voice Response (IVR)	716,200	692,416	491,077	318,005
* Aug 1-9, 2001 manual count in transition for 3-1-1 Go Live	38,404			
Total Transactions Provided	1,920,094	1,944,106	1,876,242	2,010,281

FY 05 TOP PRODUCING TELECOMMUNICATORS



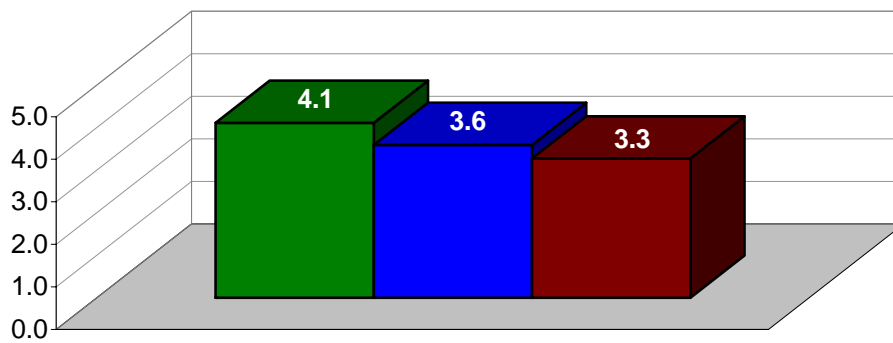
CUSTOMER SATISFACTION SURVEYS

The rating scale for the Customer Satisfaction Surveys is as follows:

Outstanding	4.40 - 5.00
Strong	3.70 - 4.39
Acceptable	3.00 - 3.69
Needs Improvement	2.00 - 2.99
Unacceptable	1.99 or less

As reflected in the following graphs, the overall score for all surveyed was 3.67.

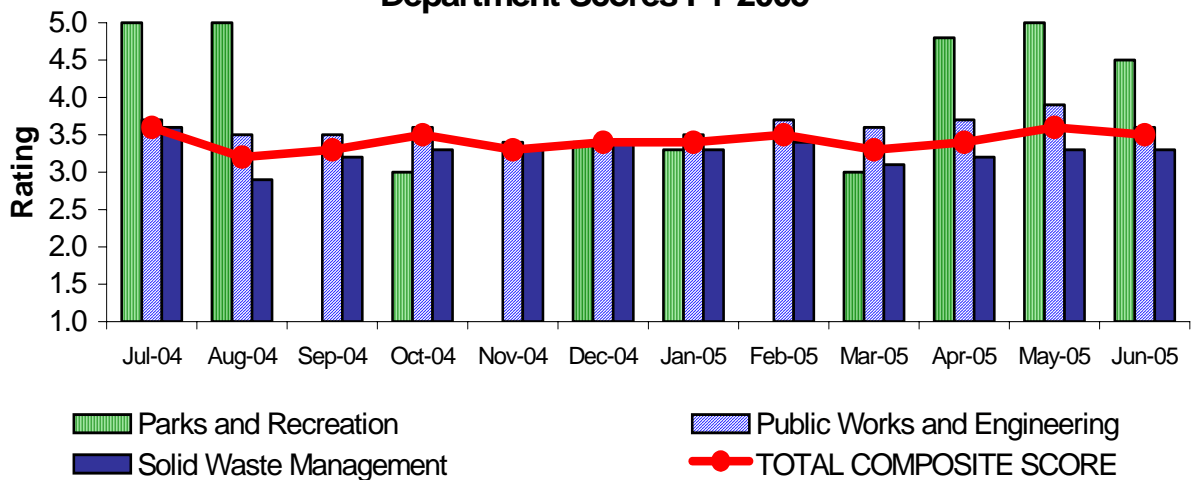
Average Service Score



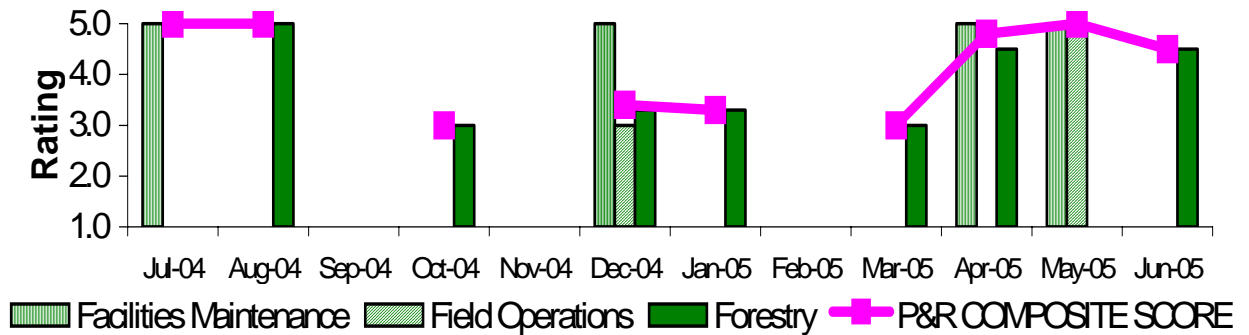
■ Parks and Recreation ■ Public Works and Engineering ■ Solid Waste Management

Customer Satisfaction Score Trend

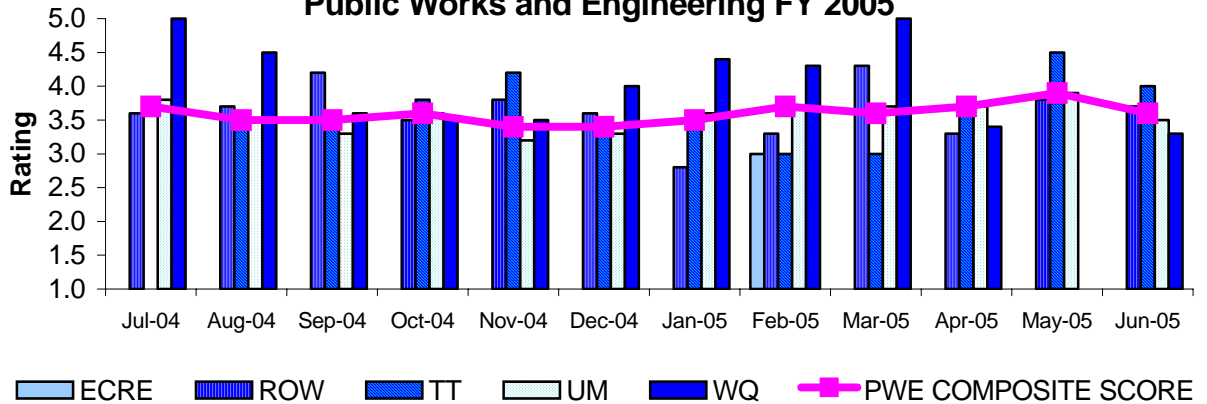
Composite for all Calls versus
Department Scores FY 2005



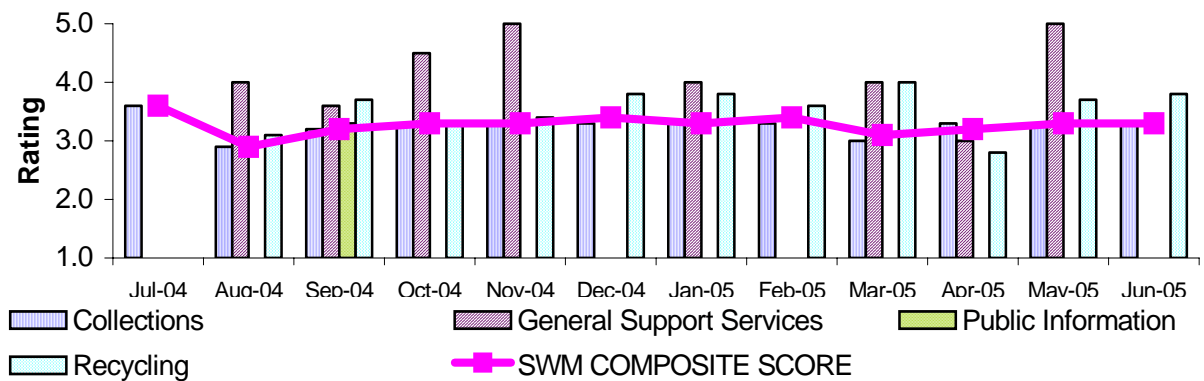
Customer Satisfaction Score Trend Parks and Recreation FY 2005



Customer Satisfaction Score Trend Public Works and Engineering FY 2005



Customer Satisfaction Score Trend Solid Waste Management FY 2005



3-1-1 CUSTOMER COMMENTS

“Hi again! We received our recycle bin today! Thanks so much! Have a great week.”

“Thank you for your help and your prompt response to my email.”

(Customer response regarding request to clean up debris from bike lanes.)

“Thank you for your immediate attention. The heavy trash was picked up yesterday 10-31-05..
Thanks for 311 it's come through each time I've used it.
Have a great day!!!!!!!!!!”

“Thank you for addressing this problem and bringing it to a conclusion. It is much appreciated.”

(“Customer response to 311 for providing a reference location to review ordinance related to his issue.”)

“I understand that the hole in the street was repaired today. Thank you all for the very prompt service. It is much appreciated.”

(“Customer response to 311 following services provided per customer's online service request to fill a pothole.”)

“Thank you for your speedy response. Have a blessed day.”

(“Customer response to reply provided by 311 regarding customer's court date.”)

“311- well done. all bikers say thanks.”

(“Customer response to service provided on bike trails, as per customer's request to 311.”)

“A huge THANKS to a city with a HUGE HEART for our fellow citizens! Thanks for being of such great help to the Hurricane victims...”

“This note is just to say thanks for the great service that you provide. I have called 311 no less than 10 times over the past couple of years and been very pleased each time. Everyone I have spoken with has been very professional and courteous.

Thank you again!”